

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**VICTIM SERVICES COORDINATOR
POLICE DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs supervisory and specialized administrative and counseling work assisting victims of crime on behalf of the City Police Department. Reports to the Deputy Police Chief.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs supervisory, administrative and counseling work assisting victims of crime. Work involves interviewing and counseling crime victims to assist in the prosecution of criminal suspects, and to enable crime victims to receive compensation. Employee is responsible for advising crime victims of prosecution and courtroom proceedings, assisting prosecutors in preparing crime victims to act as witnesses in court, and providing victims with limited counseling services and/or referring them to available services in the community. Work also involves performing various activities to promote the Victim Services Program and educate law enforcement and social services personnel and the public about victims' rights, and supervising activities of a program assistant. Employee supervises one or more volunteers who assist crime victims. Work requires considerable tact, courtesy, discretion and patience in contact with crime victims and their families. Work is performed under limited supervision of the Police Major and is evaluated through conferences and review of reports in terms of community acceptance and effectiveness of the Victim Services program.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Meets with crime victims to assist and advise about criminal prosecution process and availability of counseling and restitution services; files for restitution on behalf of program clients; advises crime victims of courtroom proceedings and status of criminal cases; provides limited psychological counseling to victims, and refers clients to various community human services and mental health agencies, as appropriate; accompanies clients to court, assisting and advising as necessary.

Serves as primary advocate for crime victims in matters involving victims and local and state social services agencies or law enforcement officials; serves as liaison between victims and various law enforcement and judicial officials.

Assigns, directs and supervises activities of program assistant(s), ensuring adherence to established policies, procedures and standards; assists and advises subordinate(s), as necessary, resolving problems as non-routine situations arise.

VICTIM SERVICES COORDINATOR

Assists in preparation of court cases, interviewing victims to assess strength of cases and reliability as witnesses, and advising prosecutors accordingly.

Prepares and makes oral presentations to various civic, church, business, school or other groups, as appropriate, and provides formal training sessions to law enforcement and social services personnel on topics pertaining to victims' rights and the Victims Services Program; prepares educational and participatory activities, exhibits and/or presentations for National Victim Week observances.

Utilizes computerized data entry equipment and various word processing, spreadsheet and/or file maintenance programs to enter, store and/or retrieve information as requested or otherwise necessary; prepares and updates computer files pertaining to program clients, entering data from law enforcement and court records, and preparing records of contact between program and clients; prepares correspondence to advise clients of status of court records.

Serves on various Department, community and/or state committees, boards, commissions, etc., as appropriate, attending meetings of such groups and provide input based on expertise in victims' rights and related topics.

Conducts periodic surveys of crime victims and/or program clients; analyzes survey results and addresses identified concerns or program deficiencies.

Develops program budget proposals, and administers allocated funds; oversees and approves expenditures.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the provisions and restrictions of laws providing for restitution to crime victims.

Thorough knowledge of the organization and operations of the criminal court system and the Victim Services Program.

Considerable knowledge of modern office procedures and clerical techniques.

Considerable knowledge of a variety of human services and mental health agencies available in the community.

Considerable knowledge of the common emotional reactions and needs of crime victims.

General knowledge of standard counseling techniques appropriate for assisting crime victims.

Ability to use common office machines, including popular computer-driven word processing, spreadsheet and file maintenance programs.

Ability to plan, assign, direct and supervise activities of a program assistant.

Ability to effectively express ideas orally and in writing.

Ability to make effective oral presentations before large groups of people.

Ability to work in a consulting capacity with health care, human services and law enforcement professionals at a variety of levels of authority and influence.

Ability to maintain moderately complex files and records.

VICTIM SERVICES COORDINATOR

Ability to exercise considerable initiative and independent judgment in applying standards to a variety of work situations.

Ability to exercise considerable tact, courtesy, discretion and patience in frequent contact with victims of crimes.

Ability to exercise considerable discretion in handling confidential files.

Ability to exercise tact and courtesy in frequent contact with court and law enforcement officials and the general public.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's degree in social work, counseling, criminal justice or a related field, preferably with a Master's degree; 3 to 5 years of experience in human services or counseling work; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job levels.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 17
Non-Exempt